Appendix A-1: Cases Data Mapping

Custom Field?	Required Field?	OCTS View Field Name	Siebel Logical Field Name	Column Name	Table Name	Hyperlink To: Screen/View	Method of Population
N		Case #	SR Number	SR_NUM	S_SRV_REQ	Cases / Activities	Application Generated
Y		Referred By	Source	ATTRIB_05	S_SRV_REQ_X		"SR_Source" picklist
N	Y	Last Name	Contact Last Name	LAST_NAME	S_CONTACT	Contacts / Cases	SR Contact Pick Applet
N		First Name	Contact First Name	FST_NAME	S_CONTACT		SR Contact Pick Applet
N	Y	Account	Account	NAME	S_ORG_EXT	Accounts / Cases	OCTS SR Account Pick Applet
Y		Home Phone	Contact Business Phone	ATTRIB_03	S_SRV_REQ_X		User Entry
Y	Y	Original Issue Category	Version	ATTRIB_04	S_SRV_REQ_X		SR Area Pick Applet
Y	Y	Original Issue Sub Category	Severity	SR_SEV_CD	S_SRV_REQ		Hierarchical Pick Applet
Y	Y	Original Issue Summary	Original Issue Summary	ORIGINAL_ISSUE _SUMMARY	S_SRV_REQ_X		User Entry
Y		Revised Issue Category	Revised Category	SR_REPRODUCE	S_SRV_REQ		SR Area Pick Applet
Y		Revised Issue Sub Category	Priority	SR_PRIO_CD	S_SRV_REQ		Hierarchical Pick Applet
Y		Revised Issue Summary	Sub-Area	REVISED_ISSUE_ SUMMARY	S_SRV_REQ_X		User Entry
N		Intake	Owned By Id	OWNER_EMP_ID	S_SRV_REQ		Application Populated
N		Status	Status	SR_STAT_ID	S_SRV_REQ		SR Status Pick Applet
N		Sub-Status	Sub_Status	SR_SUB_STAT_ID	S_SRV_REQ		SR Status Pick Applet
N		Ombudsman	Owner	LOGIN	S_SRV_REQ		SR Status Pick Applet

N		Date Received	Created	System Generated Field	N/A		Application Populated
N		Date Closed	Closed Date	ACT_CLOSE_DT	S_SRV_REQ		User Entry/ Calendar
Y		Customer Expectation Category	Customer Category	SR_DATABASE	S_SRV_REQ		SR Area Pick Applet
Y		Customer Expectation Sub Category	Resolution Code	RESOLUTION_CD	S_SRV_REQ		SR Status Pick Applet
Y		Customer Expectation Summary	Abstract	CUSTOMER_EXPECT_SUMMARY	S_SRV_REQ_X		User Entry
Y		Status Notes	Description	CLOSED_NOTES	S_SRV_REQ_X		User Entry
Y		Servicing Agency	Servicing Agency	ATTRIB_01	S_SRV_REQ_X		User Entry
Y		Loan Type	Product	NAME	S_PROD_INT		User Entry
Y	Y	Loan Status	Loan Status	ATTRIB_40	S_SRV_REQ_X		User Entry